

April 2019 for County Coworkers

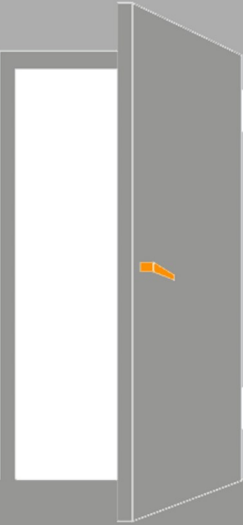
# TELECOMatters

our monthly newsletter of things that matter. all things Telecom.



## Open House 2019

Tue, April 16th  
12:00-6:00pm

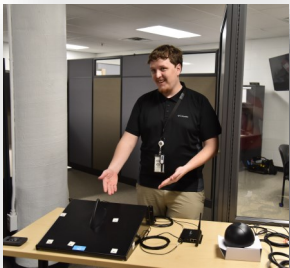


### County Coworkers are invited!

**TUESDAY APRIL 16TH 12-6PM**

Come celebrate National Telecommunicators Week with us! Have you ever wondered what public safety technology really is? Curious how we're different from Dispatch or what we actually do for law enforcement, fire/EMS, public works, and you? Wonder what's behind those locked doors? We'll show you! Come meet our vendors, play #TelecomJeopardy, use our equipment, go on a mobile scavenger hunt, and more!

We'll even take you next door to the 9-1-1 Dispatch Center! Just enter the Common Pleas Court at 500 Justice Drive and tell security that you're here for Telecom.

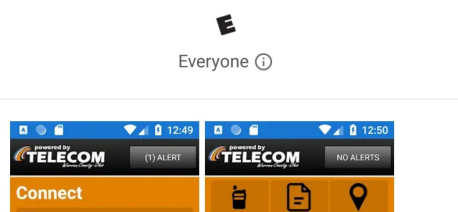
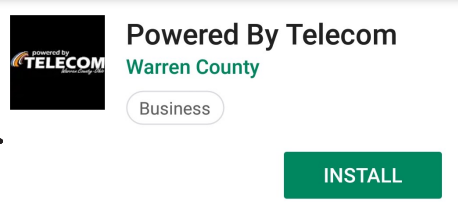
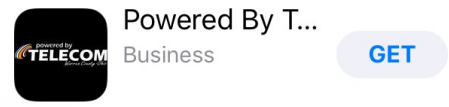


### Our Powered by Telecom

### APP is now available

on the App Store and Google Play Store! Download it and let us know your thoughts!

*HINT: You'll need its #TCinAction feature for the Open House mobile scavenger hunt!*



Your call is being forwarded to a Mitel voicemail system...

Need telephone support?  
Discontinue emailing  
telephone@wcoh.net and START  
emailing help@wcoh.net which  
automatically generates a help  
ticket.

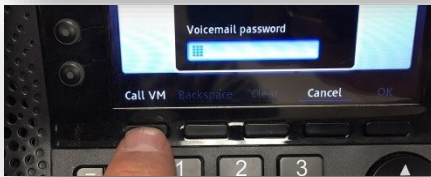
## Desk Phone Tips & Tricks: Record your Voicemail Greeting

Don't let Mitel Molly speak on your behalf. Follow these simple steps to record your own greeting for when callers get your voicemail.

1. Press Voicemail button



2. Press Call VM



3. Press Pound Sign then Enter your Extension



4. Enter your VM password then press Pound Sign



5. Press 7 to change mailbox options



6. Press 1 to reassign your extension



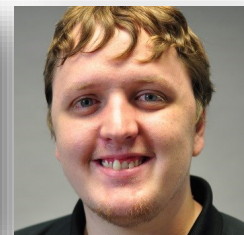
Hey Warren  
Metro Housing  
Authority!  
Welcome to  
the ShoreTel/Mitel phone family!  
Thank you for sending your team  
to our interactive class!



Call Jess (x2436) to see if your county  
cell phone is eligible for a FREE upgrade!

**Telecom to Welcome  
Newest Team Member  
on April 15th!** After several  
interviews and candidates, Phillip Bomer  
was chosen as Telecom's newest  
Technician. For more than 2 years,  
Technician, David Shiverdecker has been  
doing the job of two people, juggling  
hardware/device issues for our  
customers, reimaging MDCs, specing  
Verizon devices for future AVL  
implementation, and running lead on  
#ProjectTriTech InformMobile design.  
Telecom is very excited to be at full  
strength again with Bomer's addition to  
#TeamTelecom.

**Continuing Ed** Don Sebastianelli and Jeremiah Marcum completed the *Programming in C#* class. David Shiverdecker can add 'Installing and Configuring Windows 10' to his list of skills and Marcum completed a multi-day "Implementing an SQL Data Warehouse" class.



## Anniversary



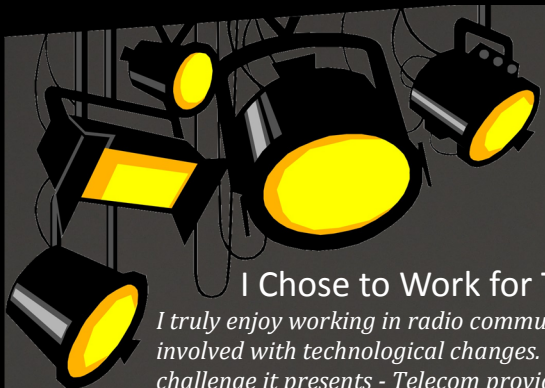
## Happy Birthday Guys!



# Team Member Spotlight

**Gary Hardwick**

Radio Systems Manager *11 years of service*



### I Chose to Work for Telecom because

*I truly enjoy working in radio communications & staying involved with technological changes. I love change and the challenge it presents - Telecom provides the vehicle to feed that need. Everything that I've done in my Career reinforces my need to be here, at this time, with these people, for these projects.*

### What I Like About Working for Telecom is

*I've been fascinated by radio communications and electronics technology since I was a child. The mix of voice & data communications services we offer to the Public Safety & Public Works agencies and indirectly, to the citizens of our area, provide for a better quality of life for all of us. I thrive on providing the highest quality of radio communications for our Public Safety Agencies and First Responders. I have a high level of Respect & Appreciation for those in Public Safety. I strive to make their dependence on radio communications a non-issue... to make it as reliable as possible, with the goal that it becomes a trusted tool to use in their daily jobs.*

### My Job Duties include

*all aspects of 24/365 management and operational support of the Radio System, its infrastructure and subscriber radio fleet. I'm responsible for my Radio Shop team & providing them with the tools they need to efficiently and effectively maintain the subscribers' radios and access to the system. I'm responsible for the Radio System Infrastructure operation and maintenance. I'm responsible for the Data Microwave backbone to support the System, our Data and Telephone systems & the 'last mile' links that support the Water and Sewer Departments' data, command & control systems. I'm responsible to my Director, my fellow workers, & myself, to meet & exceed expectations for projects and work assigned & to make our workplace an enjoyable, supportive, nurturing environment.*

